

County of Los Angeles – Department of Mental Health
Service Area 3

Quality Improvement Committee Meeting

December 19, 2012

9:30 – 11:30 am

AGENDA

- | | | |
|-----|---------------------------|-------------------|
| I | Welcome and Introductions | Bertrand Levesque |
| II | Review of the Minutes | Bertrand Levesque |
| III | Acknowledgement | Bertrand Levesque |

Quality Improvement

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|-----|------------------------------------|---------------------|
| I | Cultural Competency | Melody Taylor Stark |
| II | Office Medical Director - New Meds | Melody Taylor Stark |
| III | Contract Provider Team Meeting | Melody Taylor Stark |
| IV | Translation Reviewer | Melody Taylor Stark |

Quality Assurance Liaison Meeting

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|-----|--|----------------|
| I | Basic Documentation Training | Gassia Ekizian |
| II | Audits/Reviews | Gassia Ekizian |
| III | Request to update Provider Information | Gassia Ekizian |
| II | Patient Right | Gassia Ekizian |

Other Issues

- | | | |
|-----|---|-------------------|
| I | Beneficiary Access Service Request Logs | Bertrand Levesque |
| II | State System Audit updates | Bertrand Levesque |
| III | Code Change Update | Bertrand Levesque |
| IV | Announcement | Members |
| V | Sign-In Sheet Reminder | Bertrand Levesque |
| VI | Adjournment | Bertrand Levesque |

**Next Meeting: January 16, 2013 @ Enki, 3208 Rosemead Blvd,
2nd Floor, El Monte, Ca. 91731 Ph: (626) 227 7014**

**COUNTY OF LOS ANGELES-DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 3
QUALITY IMPROVEMENT COMMITTEE MEETING
November 21, 2012**

- I. Welcome by Bertrand Levesque and Introductions
- II. Review of previous minutes - were accepted by Robin Washington
- III. Bertrand asked members to review their names and email address, because sign-in sheet is being revised.

Attendance:

Makan Emadi	Arcadia MH	Michelle Hernandez	ENKI
Mirtala Parada Ward	Arcadia MH	Windy Luna-Perez	Etti Lee Homes
Fernando Reyes	Bienvenidos	Melody Taylor Stark	Five Acres
Lucia Lopez-Plunkett	Bienvenidos	Karen Sammon	Five Acres
Mark Rodriguez	Bridges	Gassia Ekizian	Foothill Family
Suzanne Brodsly	Crittenton	Toni Aikins	Hillsides
Hanh Truong	Crittenton	Eric S. Majors	Hathaway-Sycam.
Paula Randle	David & Margaret	Stella Tam	Heritage Clinic
Bertrand Levesque	DMH	Kevin Minor	Homes for Life Fd
Claudia Fierro	DMH	Poonam Nathan	Leroy Haynes Ctr.
Greg Tchakmakjian	DMH	Barbara Negron	Leroy Haynes
Marc Borkheim	DMH	Mary Cifuentes	Maryvale
Lisa Singleton	DMH	Rosa Hernandez	Pacific Clinics
Robin Washington	DMH	Kelly Saelak	Prototypes
Elizabeth Townsend	DMH	Judy Law	PUSD
Manual Robles	DMH	Rebecca De Keyser	SG Children's Ctr.
Linh Hua	D'Veal	Rocio Bedoy	Tri-City MH
		Luis Garcia	Tri-City MH
		Adrine Bazikyan	Tri-City MH

Quality Improvement – Melody Taylor Stark

Cultural Competency

- ☛ Cultural Competency- Next meeting will be December 12th from 12:30 – 3:30. The meeting will be a retreat format with pot luck lunch. Cultural Competency goals and objectives for 2013 will be discussed. Consumers can participate in this meeting.

Location of Meeting: 695 S. Vermont Avenue 15th Floor Glass Conference Room

Contact: Sandra Chang-Ptasinski

213-251-68145

SChang@dmh.lacounty.gov

- ☛ Interpreter and translator policy is close to being approved. Release date TBA.

- ❁ Beneficiary Access Services Request Logs- Requirement for system audit and everyone is to participate. Log requirements are in Title 9.
 - **Log needs to include: Name, Date of request, and disposition.**
 - **Logs are to be mailed to Diana Guillory @ 695 Vermont 15th Floor, Los Angeles, CA.**

- ❁ State System Audit Updates- Audit begins Feb. 25th, 2013
 - Handouts: FY 2012-13 Systems Review Schedule & FY 2012-13 Chart Audit from Bradley Bryant, Ph.D.
 - During the audit, a license clinician should deliver charts to auditors.
 - Internet-Integrated System (Head of Service Report Handout)- please make sure your contact information is accurate in the Head of Service Directory. If it is not correct, please complete the "REQUEST TO UPDATE PROVIDER INFORMATION" form.

- ❁ QA Bulletins Handouts:
 - Policy 11-09-E-mail address
 - Policy 12-05- Division Leads

- ❁ Ancillary Folder Checklist system Review O/P Handout-Electronic health records providers need to printout chart for audit reviews.

- ❁ New Procedure Codes Training by Invitation Only- December 10th, 2012. New codes will be effective January 1st, 2013. Codes that will change will be: assessment code, therapy codes, medical support codes.

- ❁ Chart Review Toolkit: Reviewed by QA Division Lead Robin Washington. Content of tool covers state requirements. Providers can use tool, but must not alter the tool. Handout of toolkit was provided.

- ❁ Community Outreach Services (COS)- December 14th, 2012 is the next COS training. There is a COS manual

ENKI- Ms. Michelle Hernandez asked for SA 3 QIC members not to park in the upper level parking lot. The upper level is designated for clients of ENKI

ADJOURNMENT

Bertrand thanked everyone for attending and adjourned the meeting at 11:20 a.m.

Minutes recorded by: Claudia Fierro
Quality Improvement Committee

Next Meeting:

The next meeting will be December 19, 2012 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2nd Floor, El Monte, CA 91731. Telephone: (626) 227-7014.